

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

NETWORK SYSTEMS SPECIALIST

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Network Systems Specialist is the third level in a four level Information Technology Specialist series. Incumbents are responsible for installing, operating, and maintaining server-side computer systems and hardware. Incumbents are also responsible for providing advanced end-user support.

The Network System Specialist is distinguished from the Senior Computer Support Specialist by its responsibility for performing activities focused on network support. The Network System Specialist is distinguished from the Senior Network System Specialist, which is responsible for performing network support activities associated with enterprise-wide systems and projects.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Installs, maintains, and troubleshoots network operating system issues, including configuring servers, troubleshooting errors, and identifying solutions. | Daily
25% |
| 2. | Monitors and maintains network servers, which may include: ensuring virus software is up-to-date; running bios and hardware updates; reviewing event logs to identify and troubleshoot errors or problems; identifying error lights or unusual noises coming from server and performing related troubleshooting; obtaining and installing replacement parts; maintaining user accounts; creating and maintaining groups; maintaining administrator rights; setting permissions on files and folders; assisting with network problems; completing help desk tickets; analyzing, isolating and repairing server hardware, operating systems, firmware, peripherals, and associated devices; and/or, performing other related activities. | Daily
25% |
| 3. | Performs network administration duties, which may include: checking network servers; performing checks of network routers, switches, and critical network devices; verifying network capabilities; ensuring remote access is up and operating properly; documenting daily tests in network activity log; reporting faults and performance issues to appropriate individual(s); and/or, performing other related activities. | Daily
10% |

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
4.	Performs network system back-ups and restores, which includes: ensuring back up services are running on servers; creating back up jobs; checking back ups daily to ensure jobs ran successfully; troubleshooting application problems; restoring data; creating daily back up reports; securing and maintaining back up tapes; organizing tapes for easy access; maintaining operating system and software updates; and/or, performing other related activities..	Daily 10%
5.	Administers network servers and associated applications, which includes: verifying all coordinating services are running properly; applying security patches; maintaining information store; defragmenting associated databases; monitoring available disk space; maintaining transaction logs; monitoring the flow of incoming and outgoing electronic mail messages; monitoring virus activity; troubleshooting and reporting system and application problems; and/or, performing other related activities.	Weekly 10%
6.	Provides advanced technical support and troubleshooting in support of maintaining computer and network operations; assesses malfunctions of desktop systems, hardware, software, communications applications, and networks and takes appropriate corrective action.	Weekly 5%
7.	Installs, maintains, and troubleshoots network printers.	Weekly 5%
8.	Assists in evaluating requests for new equipment requests for hardware and software that involve the use of distributed networks, local area networks, data transfer between operating systems, and other types of data networks.	Occasion- ally 5%
9.	Assists with project management activities, which may include: serving as a lead on projects; developing project plans; determining costs and resources; contacting and monitoring vendor work; completing updates; adhering to established schedules; and/or, performing other related activities.	Occasion- ally 5%
10.	Performs other duties of a similar nature or level.	As Required

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Training and Experience (positions in this class typically require):

- Bachelor's Degree in Information Technology or Computer Science and four years of directly related experience are required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

Knowledge (position requirements at entry):

Knowledge of:

- Computers, networks, software and communication systems
- Client server architecture
- Computer programming principles, practices and techniques
- Network communication design, implementation, and maintenance;
- Storage area network (SAN);
- Advanced networking protocols (TCP/IP);
- Diagnostic analyzer tools and equipment;
- Network systems, network alternatives, and their uses;
- Customer service policies, principles and practices
- California Law Enforcement Telecommunications System (CLETS);

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Skills (position requirements at entry):

Skill in:

- Prioritizing multiple tasks for organizational efficiency
- Advanced level usage in both computer and software applications
- Using computers and applicable software applications
- Operating and maintaining applicable hardware, software, peripheral equipment, and communication equipment in assigned area of responsibility
- Providing customer services
- Monitoring and participating in the preparation and maintenance of operational reports, logs and records
- Utilizing complex diagnostic analyzers and related equipment and tools
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Performing network back ups
- Administering storage area networks; (SAN)
- Administering server operating systems
- Basic programming/scripting skills
- Utilizing network tools in maintaining applications and operating systems
- Installing and configuring network services and protocols
- Communicating technical information to a non-technical audience
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, and crouching.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

Date: 5/2008